



## Questions and answers for exhibitors entering shows using TOES

The following will help you use TOES to find out about and enter shows.

These questions and answers do not relate to the entry clerking and show management functions in TOES.

This document has been updated for TOES version 2.

### ***What is TOES?***

TOES stands for “TICA Online Entry System”. It is one of many ways you can enter TICA shows.

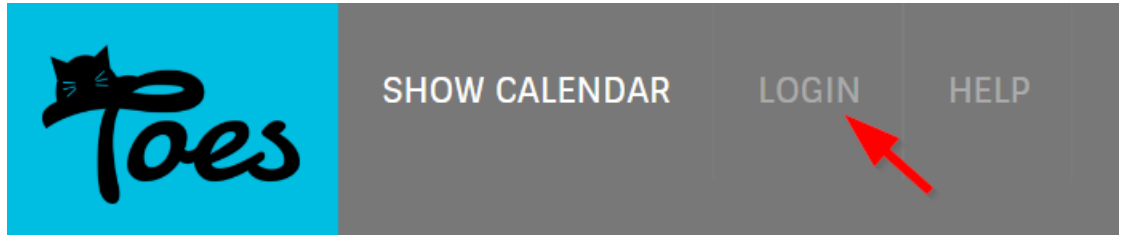
TOES provides:

- A calendar of shows using the TOES system.
- A way for you to enter data on your cats one time and then use that information to enter shows without having to retype the information each time.
- A way to see what shows you have entered and what cats you have entered in those shows.
- A way to “follow” shows you are interested in.

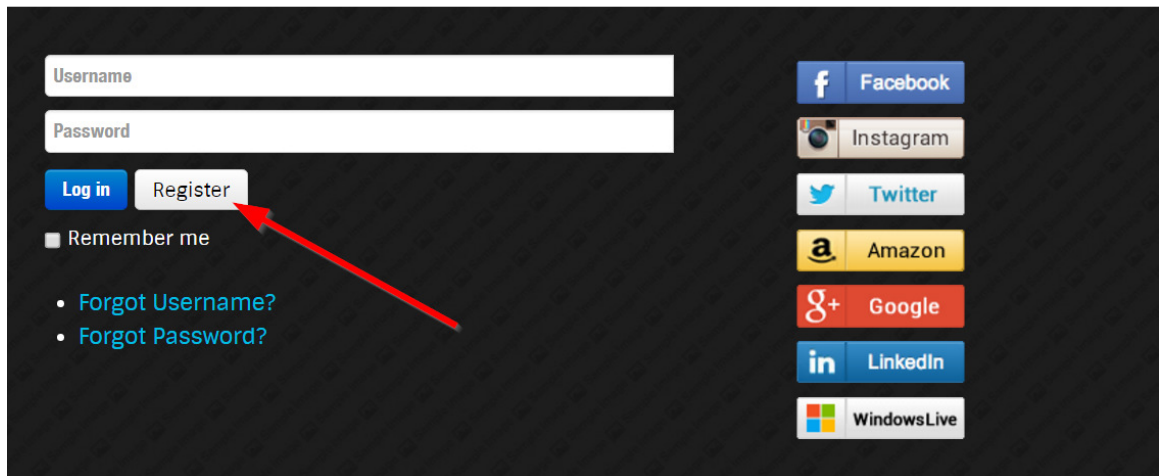
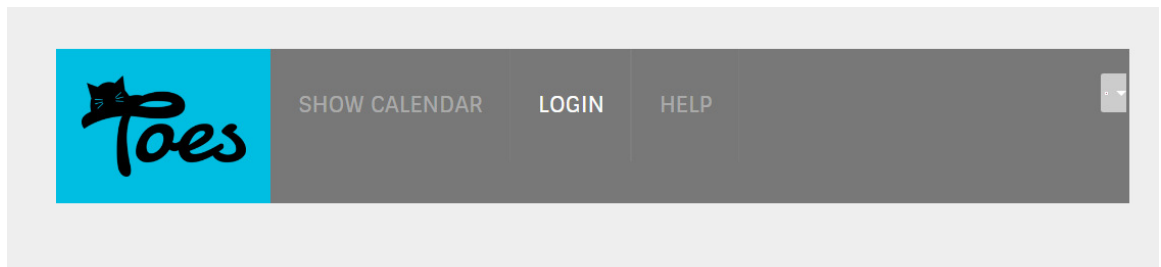
## User Information

### How do I get an ID and password?

1. In your web browser go to: <https://www.i-tica.com>
2. Click **LOGIN**.



3. Then click **Register**.



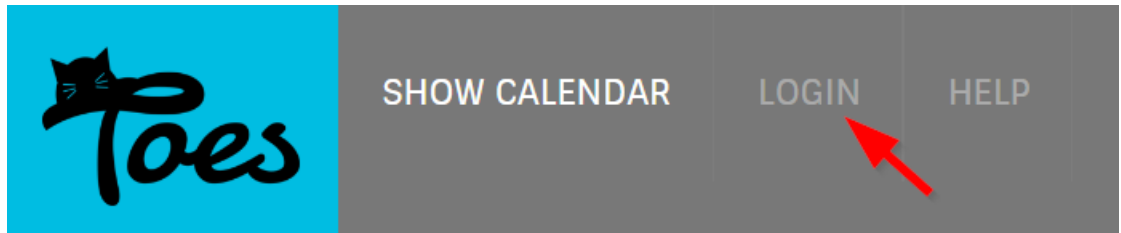
4. Fill in the requested fields. Fields that are required are indicated with a star.
5. Click **Next**.
6. If you would like to upload a photo of yourself you can.
7. Click **Sign up**.



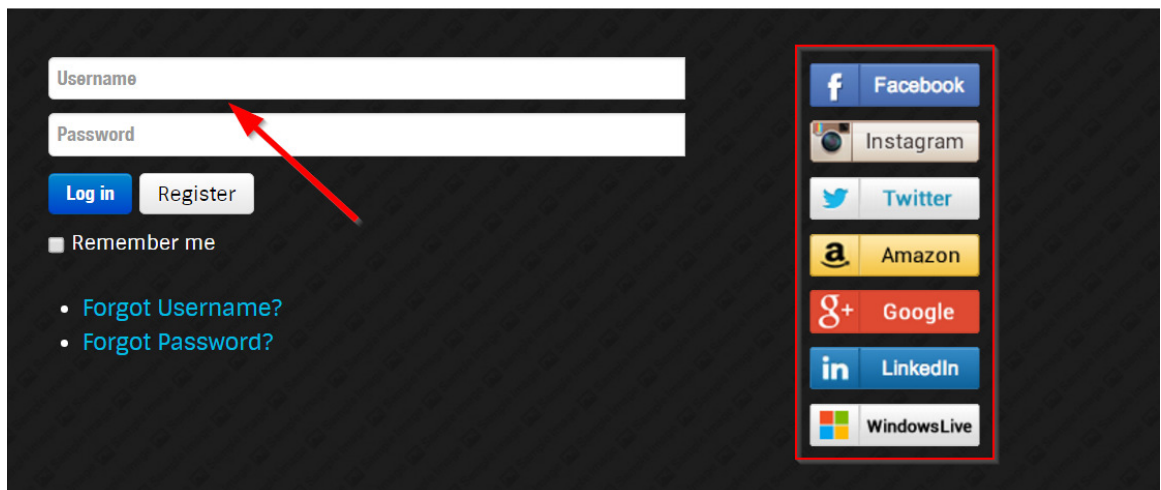
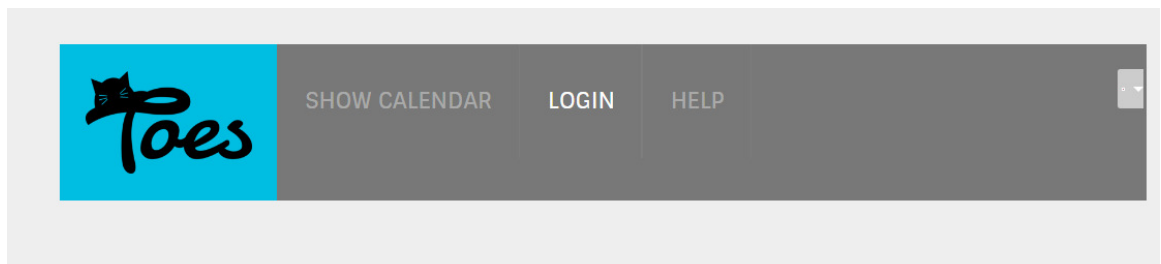
Do you have a Facebook, Instagram, Twitter, Amazon, Google, LinkedIn, or WindowsLive account? If so, you don't need to create a unique TOES account. You can sign on to TOES using any one of those accounts.

## How do I log on to the system?

1. In your web browser go to: <https://www.i-tica.com>
2. Click **LOGIN**.



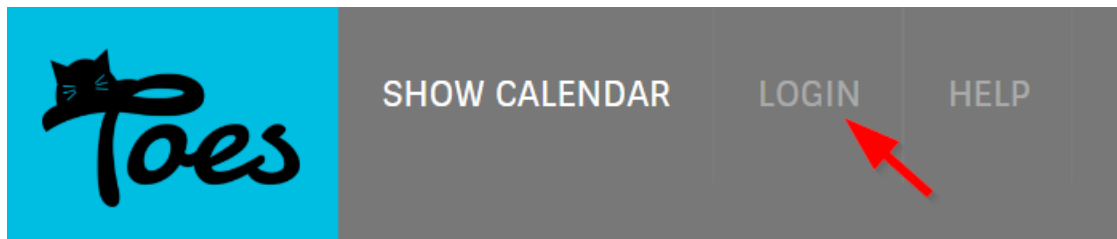
3. Enter your Username and Password for the TOES account you created and click **Log in**, or click one of the other supported systems where you have an ID that you want to use to access TOES.

A screenshot of the TOES login page. On the left, there are two white input fields: "Username" and "Password". Below the "Password" field is a red arrow pointing to it. Under the input fields are two buttons: "Log in" (blue) and "Register" (white). Below these is a checkbox labeled "Remember me". At the bottom left are two links: "Forgot Username?" and "Forgot Password?". On the right side, there is a vertical list of social media login options, each with a logo and the platform name: Facebook, Instagram, Twitter, Amazon, Google, LinkedIn, and WindowsLive. This list is enclosed in a red rectangular border.

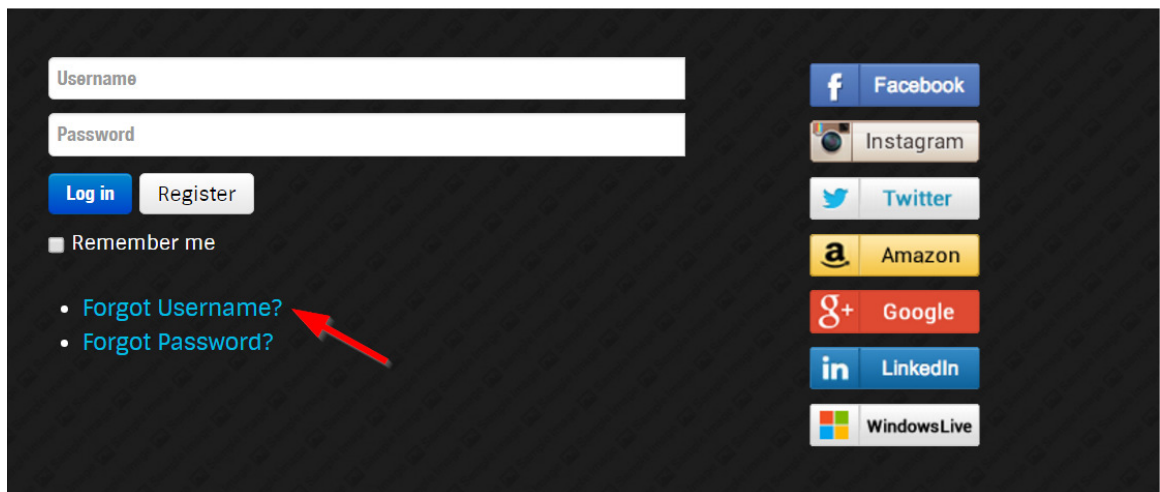
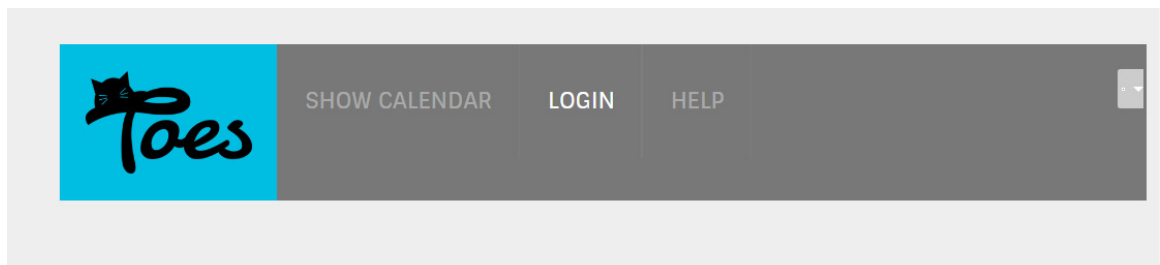
If you have any problems logging in to TOES, contact the system administrator ([erwin@i-tica.com](mailto:erwin@i-tica.com)).

## I forgot my TOES ID or password, what do I do?

1. In your web browser go to: <https://www.i-tica.com>
2. Click **LOGIN**.



3. Click **Forgot Username?** or **Forgot Password?**



4. Select whether you need a reminder for a **Lost Username, Lost Password**, or both.
5. Follow the instructions and click the button to send your username or password to the email address you registered with TOES.



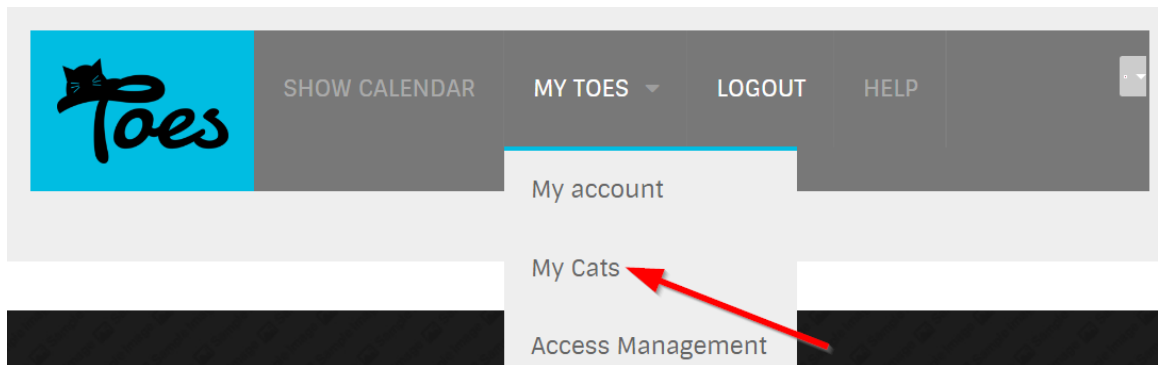
These steps will only help you recover a TOES-created ID or password. If you are signing on using Facebook, Instagram, Twitter, Amazon, Google, LinkedIn, or WindowsLive and forget your ID or password for those accounts, you will need to recover them through those services, not through TOES.


## Cat Information

The easiest way to enter shows is to enter your cat's information into the TOES database first. Then you can select the cats you want to enter from the database.

### How do I enter my cat's information?

1. Log on to TOES.
2. Hover over **MY TOES** and then click **My Cats**.



3. Under **Cats I Own**, click **Add**.
4. Fill in the fields with the information appropriate for your cat. If you don't know what the field is asking, hover over the  icon for more information.

#### NOTES:

- If you try to put a registration number in that has already be entered in TOES, you will get an error. This often happens if a cat was already put in TOES by a previous owner. If you have a cat that was previously owned by someone else, or is co-owned by someone who might already have the cat in TOES, contact the prior/co-owner and have them change the ownership, or link you as a co-owner, in the **People** section for that cat. See the “*Hey!*” box in the “***How do I change information about my cat?***” section below for information on changing ownership within TOES.

- Dates are in European format: YYYY-MM-DD. The field shows this as an example.

- Fields you must fill in are indicated with an “\*” – for example: **Breed \***

- If you select *Household Pet* as the breed, the fields for sire, dam, and breeder are not required.

- The **People** section allows your cat's information to be access by other registered TOES users. For example, the breeder of the cat, lessees, and agents.

People

Type to search user ⓘ

LINK THIS USER AS OWNER

LINK THIS USER AS BREEDER

LINK THIS USER AS AGENT

LINK THIS USER AS LESSEE

Owner \* ⓘ  
 Vanadis Crawford (vanadis) x

Breeder \* ⓘ

Agent \* ⓘ

Lessee ⓘ

To allow someone else to access the cat's information, start typing that person's name in the **Type to search user** field. When you stop typing, TOES will automatically search the registered users and present you with a list of possible names. You can only add individuals registered in TOES.

When you find the person you want to link, click the appropriate link button. That person will then be listed as an owner, breeder, agent, or lessee.

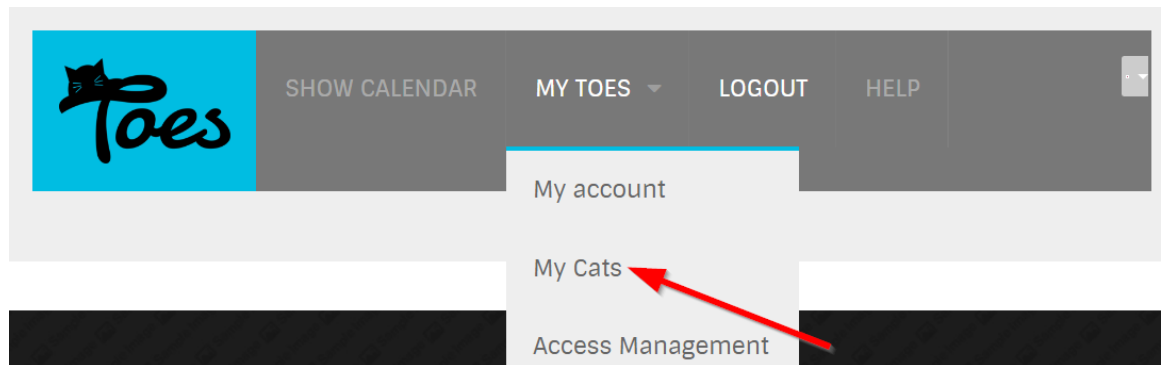
5. When you have finished filling out your cat's information, click **Save**.




**VERY IMPORTANT:** Putting your cat's information in **My Cats** does **NOT** enter your cat in a show. Think of **My Cats** as a file cabinet of entry forms. You still need to actually tell a show you want to enter your cat or cats. See **Entering Shows** below.

## How do I change information about my cat?

1. Log on to TOES.
2. Hover over **MY TOES** and then click **My Cats**.



3. Under **Cats I Own** click the pencil icon  next to the cat you want to edit.
4. Make your changes and click **Save**.



**IMPORTANT:** Have you sold or placed a cat you originally listed in TOES with another owner? Then you have to “transfer” the cat in TOES to the new owner so the new owner can enter the cat in shows under their ownership.

A registration number cannot be listed more than once in TOES so if you no longer own a cat, edit the cat in your **My Cats** and in the **People** section start typing that new owner/co-owner’s name in the **Type to search user** field. When you stop typing, TOES will automatically search the registered users and present you with a list of possible names. You can only add individuals registered in TOES.

When you find the person you want to link, click the **LINK THIS USER AS OWNER** button. The new owner will be listed with you as the owner. If you no longer co-own the cat, click the **x** next to your name and you will be removed. Multiple co-owners can be linked by adding them as owners. This way all co-owners will have the cat listed in their **My Cats** and any of the co-owners can enter the cat in a show.

After linking all correct owners click **SAVE**.

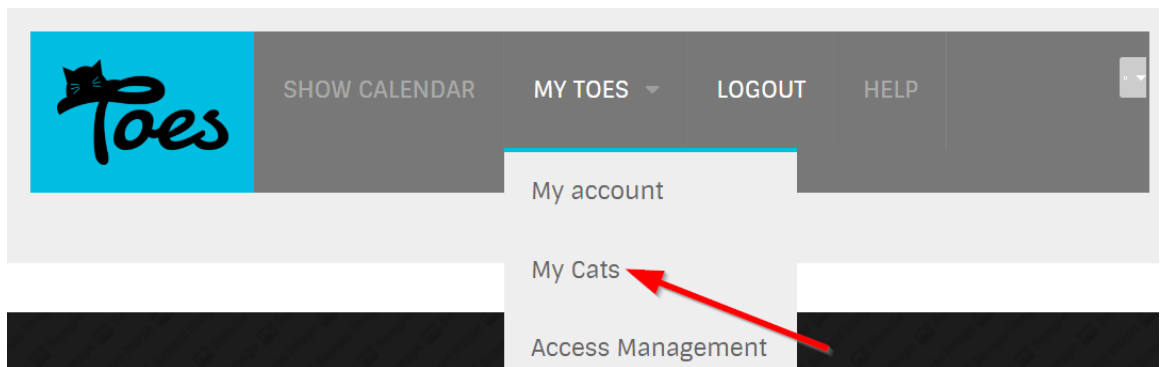
Simply changing the **Registered owners** under the **TICA Registrations** section is not sufficient. You


must link the cat to the new owner in the **People** section.

**VERY IMPORTANT:** Changing ownership in TOES **DOES NOT** transfer the cat's ownership with TICA. You will still need to process a registration transfer through TICA. Transferring in TOES only allows the new user to enter the cat through their **My Cats**.

## How do I delete a cat from TOES?

1. Log on to TOES. Hover over **MY TOES** and then click **My Cats**.



2. Under **Cats I Own** click the red trash can icon  next to the cat you want to delete. You will be prompted to make sure you really want to delete the cat.



**IMPORTANT:** The cat will be deleted only from your profile. That is, you will no longer see it listed under **My Cats**. TOES will still have the information on the cat for shows that were entered for both past and upcoming shows.



## Does TOES automatically inform entry clerks of changes?

TOES does not “sync” changes made in **My Cats** and show entries. This is by design and is not a program error.



**IMPORTANT:** If you change your cat’s information in **My Cats**, such as changing the title, awards, or adding a registration number, this information is not automatically changed in the shows you have already entered.

There is a way entry clerks can check if changes have been made before they close the show or print the catalog; however it is a manual process.

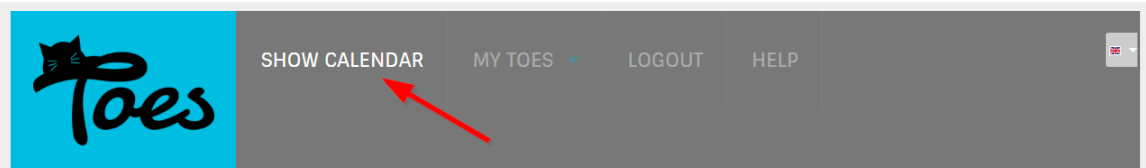
It is recommended that you contact the entry clerks of the shows you have already entered and let them know that you have updated your cat’s information. The entry clerk can then accept your changes for the show.


**EQUALLY IMPORTANT:** If an entry clerk manually changes information on your cat for a show (for example, title, awards, registration numbers, etc.), those changes will not be automatically changed in your **My Cats** records. If you told an entry clerk to make a change, and not to pull a correction that you made in **My Cats**, you will need to make those changes in your **My Cats** so your cat’s information is correct for future shows.

## Show Information

### How do I find out about a show?

1. Log on to TOES.
2. Click **Show Calendar**



3. Scroll through the displayed show calendar until you find a show you are interested in.
4. Click any of the blue text or the show details icon:  to see the information about the show.

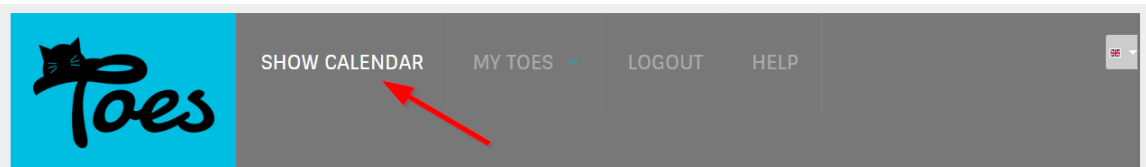



**IMPORTANT:** The show calendar is not the official TICA show calendar. It lists the shows specifically listed through TOES and all shows using TOES for show entries.

Go to [www.tica.org](http://www.tica.org) and click **SHOW CALENDAR** to access the full list of TICA shows.

### I've found an interesting show, is there a way I can be notified if changes are made to the show information?


1. Log on to TOES.
2. Click **Show Calendar**



3. Scroll through the displayed show calendar until you find a show you are interested in following.
4. Click the  icon to add the show to the list of shows you want to follow. You will receive an email notice whenever information on the show is changed.

## Other than scrolling through the show calendar, are there other ways I can look at the show calendar?

Yes, the **Filters** option allows you to display the **Show Calendar** in various different ways.

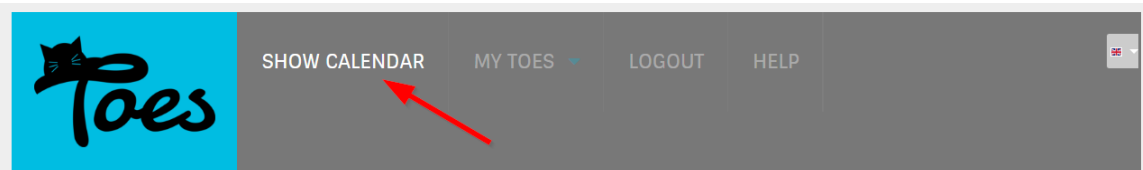
*Filters* 

Type to select club      Type to select country      Type to select state      Type to select city

Display All Shows ▾      Future Shows ▾      Reset filters

First, go to the **Show Calendar**

1. Log on to TOES.
2. Click **Show Calendar**



3. Scroll to the top of the **Show Calendar**, page and click the  after **Filters**

To find all the shows you are following:	Change "Display All Shows" to "Display the shows I am following"
To find all the shows you have entered through TOES:	Change "Display All Shows" to "Display the shows I have entered"
To display shows that have already happened:	Change "Future Shows" to "Past Shows"
To see all shows listed through TOES:	Change "Future Shows" to "All Shows"

You can also filter the list to find a specific club or shows being held in a specific location (country, state, and/or city).

## Entering shows

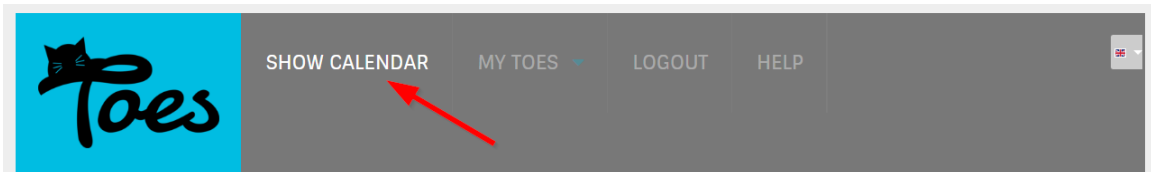



**TIP:** You can “add” a cat that is not already in your **My Cats** when entering a show. However, the way the system returns from adding the cat and refreshing the screens might be confusing for some.

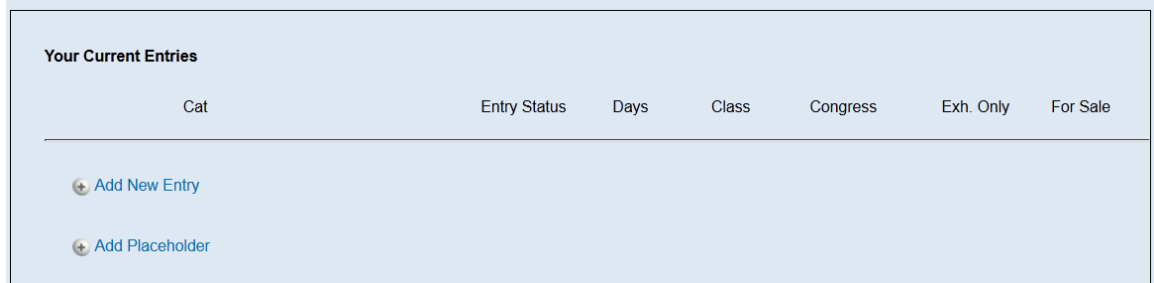
It’s easier, and cleaner, to add you cats to **My Cats** before entering shows. The following answers assume your cat entry information is in **My Cats**.

### How do I enter a show?

1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show you want to enter.
4. Click any of the blue text or the show details icon:  to see the show information.
5. Scroll to the bottom of the show information. You will see a box showing your current entries in the show (none if you aren’t currently entered):



6. Click **Add New Entry**. All the cats you have recorded in **My Cats** are displayed.
7. Select a cat you want to enter in the show.



**IMPORTANT:** You can only select one cat at a time to enter in a show. If you want to enter multiple cats, you will have to do these steps for each cat you want to enter.

8. Click **Next**.
9. If a show allows you to enter for specific days or sessions, that information will be displayed. Select the appropriate days or sessions for your entries.
10. Indicate if the cat is for competition or "Exhibition Only". If you select that the cat is exhibition only it will not be included for competition in the catalog or in the judge's books. In most cases you will want to select "Participating in TICA Rings".

If the cat is for sale or has an agent you can indicate that at this time as well.

**Select Options**

Participating in TICA Rings ▼

**For Sale**

**Agent Name**  ⓘ

11. Click **Next**
12. Indicate the space you need for your entries. See the separate Q&A on the right way to specify how much space you need.



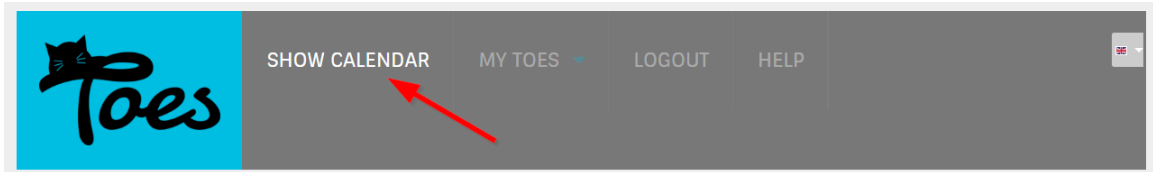
**IMPORTANT:** Each time you enter a cat you will be asked what space you need. The space you need is for all the entries you plan on entering in the show not for each entry.


13.  
If you would like to be located in the showhall with someone, or have special needs on where you need to be in the showhall, indicate that in **Benching request**.  
  
NOTE: Also use this field to indicate if you require handicapped end-of-row benching, or any other special benching needs. For example, "Exhibitors is in a wheelchair and needs easy access from the benching cages to the judging rings," or "Due to medical needs, please bench near to the restroom."  
14. Check the box indicating that you accept TICA's show rules. (Make sure you read them first and understand that you will adhere to them.)
15. Click **Save**

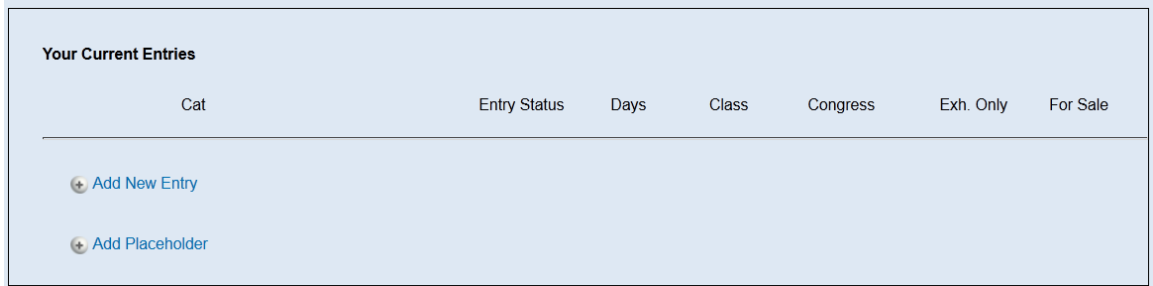
Your entry has been saved in TOES. Once the entry clerk has reviewed and accepted your entry, you will receive a confirmation by email that you are entered in the show.

## I want to enter a show, but I don't know what cat I want to enter. How can I put in a placeholder for the show?

1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show you want to enter.
4. Click any of the blue text or the show details icon:  to see the show information.
5. Scroll to the bottom of the show information. You will see a box showing your current entries in the show (none if you aren't currently entered):

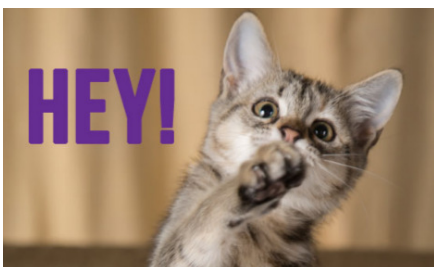


6. Click **Add Placeholder**.



**IMPORTANT:** You can only add one placeholder (i.e. one “owed entry”) at a time to a show. You need to repeat the steps to add additional placeholders.

7. If a show allows you to enter for specific days or sessions, that information will be displayed. Select the appropriate days or sessions for your placeholder.
8. Indicate the space you need for your entries. See the separate Q&A on the right way to specify how much space you need.



**IMPORTANT:** Each time you enter a cat or submit a placeholder you will be asked what space you need. The space you need is for all the entries you plan on entering in the show not for each entry.

9. If you would like to be located in the showhall with someone, or have special needs on where you need to be in the showhall, indicate that in **Benching request**.

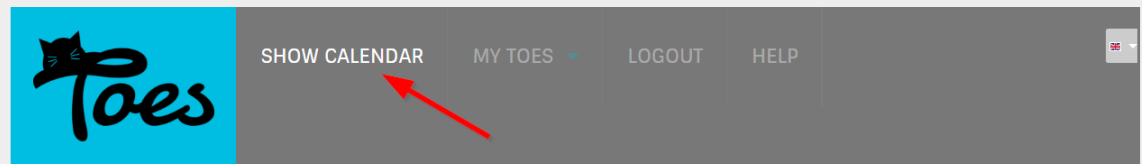
NOTE: Also use this field to indicate if you require handicapped end-of-row benching, or any other special benching needs. For example, "Exhibitors is in a wheelchair and needs easy access from the benching cages to the judging rings," or "Due to medical needs, please bench near to the restroom."


10. Check the box indicating that you accept TICA's show rules. (Make sure you read them first and understand that you will adhere to them.)
11. Click **Save**


Your placeholder has been saved in TOES.


## How do I replace a placeholder with the cat I want to enter?

1. Log on to TOES.
2. Click **Show Calendar**




3. Find the show where you have a placeholder. Click any of the blue text or the show details icon:  to see the show information.
4. Scroll to the bottom of the show information. You will see a box showing your current entries in the show and your placeholders:

Your Current Entries						
Cat	Entry Status	Days	Class	Congress	Exh. Only	For Sale
 Placeholder	Confirmed	All				

5. Click the  icon to the left of your placeholder.
6. All the cats you have recorded in **My Cats** are displayed.
7. Select a cat you want to enter in the show in place of your placeholder.
8. Click **Next**
9. If a show allows you to enter for specific days or sessions, that information will be displayed. Select the appropriate days or sessions for your entry.
10. Indicate if the cat is for competition or “Exhibition Only”. If you select that the cat is exhibition only it will not be included for competition in the catalog or in the judge’s books. In most cases you will want to select “Participating in TICA Rings”.

If the cat is for sale or has an agent you can indicate that at this time as well.

<b>Select Options</b>	
	Participating in TICA Rings <input type="checkbox"/>
<b>For Sale</b>	<input type="checkbox"/>
<b>Agent Name</b>	<input type="text"/> 

11. Click **Next**
12. Indicate the space you need for your entries. See the separate Q&A on the right way to specify how much space you need.





**IMPORTANT:** Each time you enter a cat you will be asked what space you need. The space you need is for all the entries you plan on entering in the show.

13. If you would like to be located in the showhall with someone, or have special needs on where you need to be in the showhall, indicate that in **Benching request**.

NOTE: Also use this field to indicate if you require handicapped end-of-row benching, or any other special benching needs. For example, "Exhibitors is in a wheelchair and needs easy access from the benching cages to the judging rings," or "Due to medical needs, please bench near to the bathroom."

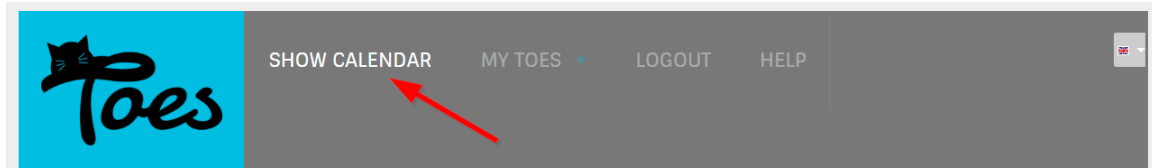
14. Check the box indicating that you accept TICA's show rules. (Make sure you read them first and understand that you will adhere to them.)
15. Click **Save**

## Uh oh ... I just entered the wrong show (or entered the wrong cat), how do I fix this?

Until the entry clerk has accepted your entry you can cancel the entry from the show.


To cancel an entry that hasn't been accepted:

1. Log on to TOES.
2. Click **Show Calendar**



3. Find the show where you need to cancel your entry.
4. Entries that can be cancelled have the following icons before the entry's name:



5. To cancel your entry, click the  icon.

If you realize you entered the wrong show after your entry has been accepted by the entry clerk, you need to contact the entry clerk to remove your entry from the show.

If you entered the wrong cat for a show you intended to enter, you can substitute the correct cat (until the show is closed).

## I can't bring the cat I originally entered, how do I make a substitution?

There isn't a direct way for an exhibitor to do a substitution through TOES.

To do a substitution, add a new entry and put in the **Remarks/Details for Personal Cages (Number/Size)** section a note with the name of the cat to be removed from the show. For example: "Please substitute Fluffy Girl for Fluffy Boy". Or, if the entry clerk prefers, contact the entry clerk to see how the entry clerk wants to process a substitution.

## How to I tell the entry clerk how much cage space I need?

This is one of the most confusing areas for exhibitors.

You specify your space for ALL your entries while adding your entries/placeholders:

**Update Summary**  
Please provide the following information based on all cats you will be entering or have entered into the show.

<b>Number of single cages/spaces</b>	<input type="text" value="0"/>
<b>Number of double cages/spaces</b>	<input type="text" value="0"/>
<b>Personal cages</b>	<input type="text" value="No"/>
<b>Grooming space</b>	<input type="text" value="No"/>
<b>Benching request</b>	<input type="text"/>
<b>Remarks / Details for Personal Cages (Number / Size)</b>	<input type="text"/>

I accept the TICA show rules



**IMPORTANT:** Each time you enter a cat you will be asked what space you need. The space you need is for ALL the entries you plan on entering in the show, even though you are asked for this information with every entry.

You can specify your space requirements in single cages/spaces (i.e. ½ cage spaces for clubs providing divided cages), double cages/spaces (i.e. 2 single cages/spaces that can be used for a single personal cage or a wire cage that can be used as a large cage the size of two single cages.) NOTE: Cage spaces provided can differ depending on the country/region you are exhibiting in. If the show flyer does not provide cage dimensions, or you are unsure of the cage spaces provided for the show, contact the entry clerk.



**IMPORTANT:** Specify your space needs in one field or the other. Don't fill in both.

For example:

- You just want a single cage space. Put a 1 in **single cages/spaces**.
- You want a double cage space. Either put 2 in **single cages/spaces** or a 1 in **double cages/spaces**. Do not put a value in both fields or you might be charged for more space than you want.

**Personal cages** indicates whether you are bringing your own cage to the show. (**Yes** means you are bringing your own cage. **No** means you need a wire cage.) Personal cages include Sturdi tents and other enclosures that will fit the dimensions of a wire cage for the show.

If you are unsure if your personal cage will fit in the space given for the show, contact the entry clerk or indicate your personal cage size in **Remarks / Details for Personal Cages (Number / Size)**.

Also indicate in **Remarks / Details for Personal Cages (Number / Size)** if you need a combination of wire and personal cage spaces. For example, if you need 3 double spaces and have personal cages for 2 of those spaces, but need a wire for the third, add a note similar to the following: "Have personal cages for 2 spaces. Will need 1 wire cage."

If you want a grooming space, change **Grooming Space** to **Yes**. The grooming space is in addition to your single cages/spaces or double cages/spaces numbers. For example, assuming the club offers grooming spaces the same size as a double cage, if you say **Number of double cages/spaces = 1, Personal cages = Yes, and Grooming Space = Yes**, you would be given 2 double cage spaces with no wire cages.

### **How do I know that I am entered in the show? Will I still get some type of confirmation like I did with other systems?**

Yes. The entry clerk will review your submitted information and then accept and confirm your entries. When confirmed you will receive an email with your entry information, paid and owed fees, space and benching, and any communication the entry clerk has for you.

Please check your spam or junk mail folder as well if you don't feel you have received your confirmation in a timely fashion.

## Other TOES Questions

### I think the system seem to run slowly at times. I keep clicking links and buttons and I don't go where I want to. What's with that?

Remember, TOES is hosted on servers in Europe. For those outside of Europe the performance might be slower than desired at times. Also, performance may be different at different times of the day depending on how many people are on the system, or if the development team is making updates.



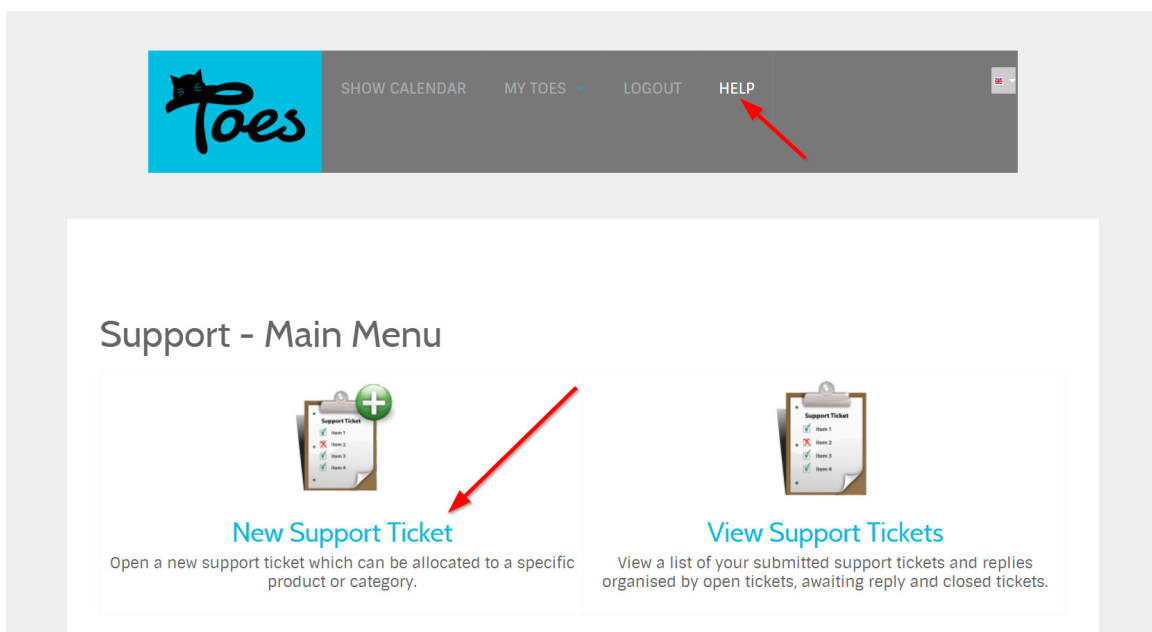
**TIP:** Don't be "click happy". In most cases your system has registered what you have clicked and is processing your request. By clicking multiple times the system might pass those clicks on to the next page to be displayed which can result in the system doing something you don't expect.

In other words, be patient.

### I would like to report a problem with TOES, how do I do that? I have a suggestion for improving TOES, how do I submit that suggestion?

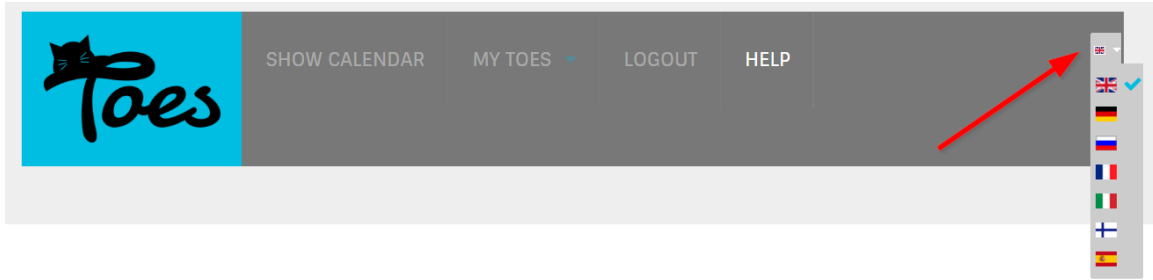
TOES has a "service ticket" system integrated within it. Errors and suggestions can be submitted through this system.

1. Log on to TOES.
2. Click **Help**.
3. Click **New Support Ticket** Then fill out the form and click **Create New Ticket**.

A screenshot of the TOES web application interface. At the top, there is a navigation bar with the TOES logo on the left and several menu items: "SHOW CALENDAR", "MY TOES", "LOGOUT", and "HELP". A red arrow points to the "HELP" link. Below the navigation bar is a section titled "Support - Main Menu". This section contains two main options, each with a clipboard icon and a red arrow pointing to it. The first option is "New Support Ticket", which includes a sub-description: "Open a new support ticket which can be allocated to a specific product or category." The second option is "View Support Tickets", which includes a sub-description: "View a list of your submitted support tickets and replies organised by open tickets, awaiting reply and closed tickets."

## Is the TOES interface available in languages other than English?

Yes, the TOES interface is available in multiple languages. From the header hover over the dropdown and select the flag representing your preferred language.



Only the interface will be presented in the selected language. Any information added to TOES by the club will be displayed in the language submitted by the club.